



2642

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED

OCT 09 2003

Technology Center 2600

8/A

smc

10/22/03

In Re the Application of:

RUPE et al.

Serial No.: 09/923,984

Filed: August 7, 2001

Atty. File No.: 1732 (42059-01170)

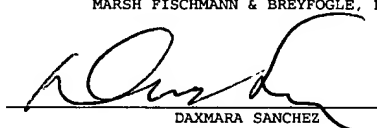
Confirmation No.: 3566

For: "METHOD AND SYSTEM FOR CALL
QUEUEING AND CUSTOMER
APPLCIATION INTERACTION"

) Group Art Unit: 2642

) Examiner: Le, Karen L.

AMENDMENT AND RESPONSE

<p>CERTIFICATE OF MAILING</p> <p>I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING DEPOSITED WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS MAIL IN AN ENVELOPE ADDRESSED TO COMMISSIONER FOR PATENTS, P.O. Box 1450, Alexandria, VA 22313-1450 ON OCTOBER 6, 2003.</p> <p>MARSH FISCHMANN & BREYFOGLE, LLP</p> <p>BY:  DAXMARA SANCHEZ</p>
--

Mail Stop Non-Fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

INTRODUCTORY COMMENTS

Applicant submits this Amendment and Response to address the Office Action having a mailing date of July 31, 2003. Based on the amendments and remarks presented below, reconsideration and further examination are requested.

Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1419.

Please amend the above-identified patent application as follows: